

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Information Technology Job Family
Operations & Systems Specialist Competencies

Description of Work: This may be specialized work in installing software, creating utilities or other software to improve user functionality based on a specific application or applications. Setting of goals and expectations of service. This work may be specialized as systems architect. Will have an expertise with core infrastructure elements and how they interrelate to provide a cohesive computing environment. May have final technical decision responsibility.

Functional Competencies	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Works independently on tasks, developing own work schedule and monitoring progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision. Plans and organizes the day-to-day work of others.	Independently manages project timelines, resources, staff and leads implementation efforts. Develops and leads the work unit.
<i>Project Management</i>	Leads projects of medium complexity. Develops project plan, manages milestones and drives project forward. Accountable for keeping project on track. Anticipates project problems and leads collaboration to avoid or manage problems.	Leads complex projects involving multiple staff across specialty areas.	Manages complex projects that have high impact. Projects often involve significant changes to infrastructure or involve the implementation of emerging technology.
<i>Technical Knowledge</i>	Exhibits advanced knowledge of specialty area demonstrated by an understanding of and applies the relevant principles and terminology.	Exhibits comprehensive knowledge of the specialty area demonstrated by an understanding and use of the relevant principles, theories and practices.	Exhibits expert knowledge of the work specialty demonstrated by an in-depth understanding and use of advanced principles, theories and practices.
<i>Technical Solution Development</i>	Works with own specialty with ability to integrate and coordinate elements within that specialty. Applies standard and nonstandard technology and explores and adapts changing technologies. Independently applies judgment to work assignments to achieve desired outcomes.	Integrates knowledge and skills from other specialties to address work assignments and problems of high complexity. Investigates, researches and implements new technologies in specialty or related area.	Demonstrates substantial knowledge of other work specialties with the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Develops highly complex information technology systems. Recommends information technology solutions of a complex nature. Leads technical and complex assignments.
<i>Technical Support</i>	Serves as a technical expert. Uses detailed understanding of	Frequently works at high technical level. Uses detailed understanding of	Makes decisions for technical modifications to prevent future

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	technical issues and theories to provide direction for technical staff.	technical issues to design architecture for stable technologies.	problems. Makes decisions based on weighing options and consequences.
<i>Consultancy Skills</i>	Provides consultation on issues and requests from customers that require complex and/or custom solutions. Consults with senior level decision makers to discuss alternative technical solutions.	Consultants with senior level decision makers, on an on-going basis to develop long range strategy.	Regularly provides expertise and consulting.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a four year college or university with a major in information technology, computer science, or a closely related field and three years of experience in operations analysis and design, systems programming, or a closely related field. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

Degrees must be received from appropriately accredited institutions.

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